Request No. Staff-UES 1-1

Describe your company's call-in procedures for emergency response including a) how notification is received, b) how decisions are made to call in crews, c) how personnel are notified of the need to respond, d) the number of personnel that may be called when "going through the list", and e) procedures to be followed in the event no personnel are available to respond.

Response:

a) Notification requiring off hours response is received through our customer service center.
b) Crews are called in for any system disturbance including power outages, power abnormalities (high voltage, low voltage, flickering lights, etc.), broken poles (with or without a corresponding outage), or any other event that threatens public safety and/or system integrity.
c) A two-person crew in on paid standby, 24/7, at all times at each operating center (Seacoast and Capital). Crews are paged from either the customer service center or by the standby supervisor.
d) For the initial response, no list is required since a crew is always on paid standby. Should more resources be required beyond the standby crew, the company would then utilize a call-in list. Calls would be made until the number of additional resources was secured. Each operating center list consists of qualified personnel able to respond. The Capital operating center list has 10 qualified personnel, and the Seacoast list has 12 qualified personnel.
e) If the standby crew has already been deployed, and if the company was unable to secure a satisfactory number of resources from the call-in lists, the company would contact one of several qualified line contractors, as well as other company resources outside the immediate area seeking assistance.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-2

Describe standby or on-call provisions (e.g., union contract provisions) for emergency response personnel who may be responding to public emergencies such as broken poles.

Response:

Standby duty consists of two (2) qualified lineworkers making arrangements outside of their regularly scheduled working hours so that they can be reached by telephone or pager within a reasonable driving time from the place the employee normally reports for work. The standby lineworkers may be notified to report to their normal reporting location or to the trouble location. Standby duty shall be for the hours beginning at the start of their normal working hours on Friday extending through the start of their normal working hours on the following Friday. One standby lineworker shall cover all off-hours calls, and the second lineworker shall cover all off hours calls except for Utility Lineworker hours, which is a second shift from 3:00 PM to 11:00 PM, Monday though Friday. The standby lineworkers are provided with a company radio-equipped vehicle, cell phone, and pager.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-3

What is your company's response time objective for emergency response? Is the objective different for public emergencies such as broken poles? What is your company's actual response time for emergency response? Is the actual response time different for public emergencies such as broken poles?

Response:

a) The company has no stated time objective for emergency response. However, on average, lineworkers are expected to respond to the reporting location (construction garage) to off-hours calls within approximately 30 minutes once notified to report.
b) No. The company endeavors to respond to all calls as quickly as possible and no distinction is made between various types of events; all calls are treated as emergencies until otherwise classified.
c) The company does not track actual response times. However, based on the UES's CAIDI (Customer Average Interruption Duration Index) statistics, the company average outage duration is 90 minutes. Since this statistic includes both our response time to the trouble location and the repair time, our average response time to outages would have to be less than 90 minutes. Additionally, based on 2005 YTD information, our current average response times from receipt of a call for a broken pole until a crew arrives at the trouble location is 53 minutes.
d) The company endeavors to respond to all calls as quickly as possible and no distinction is made between various types of events; all calls are treated as emergencies until otherwise classified.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-4

How many field crews or emergency response personnel are on paid standby during nights and weekends to ensure timely response to emergencies? What percentage of the total workforce does this represent?

Response:

a) Unitil has a total of four (4) personnel, or two (2), two-person crews on standby during nights and weekends.
b) This represents 17.4 percent of the total workforce in NH.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-5

Do you have supervisory/management personnel on standby? If so, how many?

Response:

Yes. There are two (2) standby supervisors.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-6

Do you have residency requirements (i.e., a living radius) for emergency response personnel? If yes, what is the requirement? If no, is there any limit on how far emergency response personnel may be expected to travel in response to an after-hours emergency?

Response:

Yes. Personnel required to be on standby must live within an 18-mile radius of their respective reporting location.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-7

How large is the geographic area assigned per supervisor for after hours emergency response? How many construction garages are typically assigned for coverage to an on call supervisor for broken pole responses?

Response:

a) Unitil has two operating centers; one in Concord and one in Kensington. The Concord geographic territory is 240 square miles. The Kensington geographic territory is 168 square miles.
b) Each on-call supervisor has responsibility for one operating center, and each operating center has one construction garage.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-8

Describe other specific procedures or staffing provisions designed to ensure rapid response to public emergencies. (e.g., 2nd/3rd shift staffing, storm preparedness, "wire down" response, etc.)

Response:

The company has a second shift, one-person crew. This shift is scheduled Monday through Friday (except holidays), from 3:00 PM to 11:00 PM.

Storm preparedness activities include assessing availability of company personnel; lineworkers, supervisory personnel, and support personnel. The company may also activate the Emergency Information Plan (A copy is provided as Attachment Staff-UES 1-8). The company performs a storm pre-planning assessment which includes:

- Activation of the Emergency Operations Center (EOC).
- Conference calls among all operating centers to determine staffing availability.
- Reviewing status of tools and equipment.
- Reviewing status of all vehicles including fuel.
- Review of storm inventory.
- Review of truck stock.

Outside contractors, including line and tree crews, are also contacted to determine availability of resources. By contractual obligations, our tree trimming vendors are required to provide us with twice the current crews on the property within four hours notice.

We do not have specific "wire down" response. However, we do perform annual training to various personnel who may be dispatched during an emergency event to standby a downed conductor until a bucket crew is dispatched to effect repairs.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-9

What is the company's current average time from receipt of an emergency call for a broken pole until crew arrival to the worksite for southern New Hampshire (south of the Lakes Region)? For northern New Hampshire (including the Lakes Region to the Canadian border)?

Response:

UES does not serve any customers in northern New Hampshire; the information provided is only for southern New Hampshire.

Based on data for 2005, our current average response time from receipt of an emergency call for a broken pole until a crew arrives at the worksite is 53 minutes.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-10

What is the company's response time objective for line crews to report to their assigned reporting stations once notified by the duty supervisor of an after hours/weekend duty call?

Response:

The company does not have a stated response time objective. Instead, the company endeavors to respond to all emergencies as quickly as possible.

However, personnel are expected to respond to the reporting location (construction garage) within a reasonable time when notified to report to work, not to exceed 30 minutes.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-11

Is emergency response handled differently in electric maintenance areas versus telephone maintenance areas? If so, please explain any differences, the reasons for such differences, and the impact on response.

Response:

Yes. It differs in two ways. First, for emergency response in a Verizon maintenance area, the UES crew is dispatched, immediately followed by a call to Verizon to notify them that their emergency response is required. Obviously, this call is not required for emergency response in the UES maintenance area.

Secondly, once we are at the work location in a UES maintenance area, we are able to immediately affect repairs, including the setting on a new pole and transferring of our facilities. Conversely, in Verizon's maintenance area, we must wait for the Verizon crew to respond and set the new pole. In most cases, their response time is several hours after we have completed the initial notification, particularly after-hours. As a result, the impact on response is negative.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-12

Provide information or pertinent policies on pole inspections, maintenance, and replacements necessary to ensure the safety and integrity of utility poles. Include in the response applicable inspection intervals (years between inspections), the percentage of poles inspected and the methods of inspection.

Response:

See attached Operations Bulletin: Distribution Inspections, provided as Attachment Staff-UES 1-12.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-13

In each of the past three years, how many poles were found to be rotten or structurally unsound during pole inspections in your maintenance area? What percentage of poles inspected does this represent? Note: this should not include poles replaced during the normal course of construction.

Response:

Year	Number of Poles Inspected	Number of Poles Rejected	Rejection Rate
2002	2,614	125	4.8%
2003	3,501	81	2.3%
2004	2,958	79	2.7%

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**

Request No. Staff-UES 1-14

How many poles were actually replaced each year as a result of being "condemned" during pole inspections? Note: this should not include poles replaced during the normal course of construction.

Response:

Year	Number of Rejected Poles Replaced
2002	75
2003	54
2004	84

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**

Request No. Staff-UES 1-15

How many poles are waiting for you to complete transfer work in the state of New Hampshire, resulting in so called "double pole" locations?

Response:

UES Seacoast -	15
UES Capital -	6
Total	21

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**

Request No. Staff-UES 1-16

Please identify by pole number, street and municipality/township each pole currently awaiting replacement due to a deteriorated and hazardous condition. Please also include next to each identified pole the date the work order was first submitted, and how many days the associated work order has been in the scheduling queue.

Response:

Zero (0). Any pole inspected and tested that is deemed to be deteriorated and hazardous is addressed by either immediate replacement or by having it secured in some manner such that it is no longer deemed hazardous and scheduled for replacement at a later date.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-17

How are field personnel notified of potential hazardous pole conditions? Is the B and C pole tag method employed?

Response:

Poles are identified in the field though the use of a tagging system. Field personnel are instructed to inspect the pole prior to climbing and/or performing any work.

The "B and C" pole tag method is not employed.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-18

What is the company's operational objective, stated in days, for replacing, transferring and removing a hazardous pole from the time of its identification? What is the company's achieved level of performance?

Response:

The company's operational objective is to replace any pole immediately (same day) once it has been identified as hazardous. However, if we are able to make the pole safe through some other means, we will replace the pole as the work schedule permits.

The company does not track the time for this work.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-19

When replacing a pole, describe how communication takes place among and between the pole owner(s) and any and all attachees to ensure that each party with pole attachments is prepared to transfer facilities in a timely manner. In other words, when and how is each party notified that they must transfer their facilities? How is the maintaining utility (pole owner) notified that all transfers have been completed, and the pole is ready for removal?

Response:

Because UES Seacoast and UES Capital differ slightly, the response is separated for each operating center.

UES – Seacoast

1. UES transfers its facilities.
2. Within approximately 30 days, UES mails a form (identified as Form 57 per the Intercompany Operating Procedures with Verizon) to the applicable cable company informing them that the pole is ready for them to transfer their facilities.
3. The cable company returns Form 57 to UES indicating that they have transferred their facilities.
4. Within one (1) day of receiving this notice, UES sends a separate Form 57 to Verizon (or applicable telephone company) informing them that the pole is ready for them to transfer their facilities.

NOTE: The last entity transferring their facilities is responsible for notifying the maintaining party that the pole is ready for removal.

UES – Capital

This operating center utilizes an informal communication process for notification.

1. UES transfers its facilities.
2. UES supervisory personnel place a telephone call to applicable cable company personnel informing them the pole is ready for transfer.
3. Once these attachees have completed their work, UES supervisory personnel place a telephone call to the joint owner's local engineering group and informs them the pole is ready for transfer.

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**

Request No. Staff-UES 1-20

When installing a new service pole or line extension, describe how communication takes place among and between the pole owner(s) and any and all attachees. Please include when and how each party is notified throughout the process.

Response:

See Response 1-21 and Response 1-32.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-21

Please provide copies of the standard forms used for the transmittal of inter-company pole installation, transfer and removal information.

Response:

Please see attached documents provided as Attachment Staff-UES 1-21.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-22

Please provide copies of all documents in your possession which contain any internal written procedures or protocols, or any agreements, understandings or contracts between and among pole owners and/or between and among pole owners and attachees. The response should include joint pole agreements and inter-company operating procedures.

Response:

Please see Attachment Staff-UES 1-22. (The Attachment is a Bulk Attachment, copies of which are only being provided to Commission Staff. If you would like a copy of one or more of the documents contained on the list, please contact Gary Epler at 603-773-6440 or by e-mail at epler@unitil.com.)

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**

Request No. Staff-UES 1-23

Do you use qualified contractors to perform work to address safety concerns (e.g., emergency response, double poles, and pole replacements) when the internal workforce is insufficient to respond to such requirements in a timely manner? If yes, under what circumstances? If no, why not?

Response:

Yes. The company utilizes qualified contractors to perform all aspects of line work when insufficient internal resources preclude us from achieving need dates imposed by company driven work or for customer driven work. In addition, the company regularly utilizes outside resources for storm work, when available.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-24

Please provide the number and location by town of construction garages that supported pole installation, maintenance and repair activities in New Hampshire for each of the following years: 1985, 1990, 1995, 2000, 2005.

Response:

Year	UES Seacoast	UES Capital	Total
1985	1	1	2
1990	1	1	2
1995	1	1	2
2000	1	1	2
2005	1	1	2

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-25

Please provide the number of digger trucks (pole placement trucks) assigned to each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.

Response:

Year	UES Seacoast	UES Capital	Total
1985	2	2	4
1990	2	2	4
1995	2	2	4
2000	2	2	4
2005	2	2	4

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-26

Please provide the number of line trucks assigned to each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.

Response:

Year	UES Seacoast	UES Capital	Total
1985	8	6	14
1990	8	6	14
1995	9	6	15
2000	9	6	15
2005	9	6	15

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-27

Please provide the number of fulltime employees assigned to pole setting, transfer and removal activities for each garage identified in question 24 above for each of the following years: 1985, 1990, 1995, 2000, 2005.

Response:

Data for UES Seacoast not available for 1985.

Year	UES Seacoast	UES Capital	Total
1985	N/A	19	N/A
1990	16	15	31
1995	13	12	25
2000	15	15	30
2005	14	12	26

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-28

Identify the maintenance areas, by town, for which your company is responsible. Please indicate if the maintenance area includes part or all of the town.

Response:

Danville	All
East Kingston	All
Exeter	All
Hampton	All
Newton	All
South Hampton	All
Allenstown	Part
Boscawen	Part
Bow	Part
Canterbury	Part
Chichester	Part
Concord	Part
Dunbarton	Part
Epsom	Part
Hopkinton	Part
Loudon	Part
Pembroke	Part
Salisbury	Part
Webster	Part

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**

Request No. Staff-UES 1-29

Please provide practice and procedure manuals on training of employees, maintenance standards and procedures, licensing new locations and complaint resolution.

Response:

Provided as Attachment Staff-UES 1-29, are sections from Unitil's safety manual regarding training of employees, and Operations Bulletin #OP6.00 – Distribution Inspections regarding maintenance standards and procedures.

Unitil does not have written manuals or procedures relative to licensing new locations or complaint resolution.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-30

Please provide copies of all written protocols used by the utility with respect to the location and/or repair of poles, including, but not limited to, priority for installing and or repairing poles based on the nature of the request for installation or repair.

Response:

UES does not have written protocols addressing this matter. An assessment is made in the field by supervisory personnel and priorities are based upon this assessment. Poles which are found to be in a hazardous condition are prioritized for immediate replacement.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-31

Please provide copies of any communication to your company within the past 36 months which asserts that the company has failed to comply with any provision of New Hampshire law, or agreement between the company and another party, relative to the location, placement, maintenance or movement of a pole.

Response:

The company is not aware of any such communication.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-32

Please explain in detail for new pole installation projects (i.e., pole line extensions or service poles) the workflow process from customer notification through engineering, joint utility coordination, scheduling and construction completion. Please provide a sample timeline.

Response:

Customer Notification

A customer request for service usually arrives through the Customer Service Center. The Customer Service Representative forwards the call to the Customer Projects Coordinator (CPC), who is responsible for all communications with new service requests. The CPC obtains preliminary information from the customer including distance off road, readiness of driveway/roadway, etc., and provides the customer with general overview of the next steps and other requirements in the process. If the location is within Verizon pole maintenance area, the CPC informs the customer of the appropriate Verizon contact and phone number.

Field Review & Planning

- Within five (5) business days of receiving the customer notification, a UES Field Representative (FR) conducts a site visit to identify the specific location of service requested, determine the availability of electric facilities, and the status of housing construction or land development.
- Depending upon the information discovered in the field and the information gathered by the CPC above, the FR may or may not call the customer to arrange a joint site meeting. If a joint site meeting is arranged, specifications and requirements are further reviewed with the customer.
- Additionally, if the location is within Verizon's maintenance area, the field review may result in a phone call to Verizon to inform them of the readiness of the project or the UES requirements (i.e. the need to replace existing poles, etc).
- If applicable, a cost estimate letter and an easement form are sent to the customer.
- Ongoing efforts to communicate with the customers regarding service need dates, readiness of driveway/roadway, Verizon coordination, etc.

Single pole sets

- UES maintenance area: Once the project is ready for pole staking (driveway is constructed, the location of the house is known, and

easement is acquired) normally within 3 business days the FR will stake a proposed pole location in conjunction with the customer and notify Verizon of the stake being placed. On occasion, Verizon may become involved with the pole staking if there are complications with the location, customer, or existing facilities.
    - Stake Pole > within 3 days of customer readiness
    - Work Orders created > 2-3 business days
    - Dig Safe >1 business day
    - Schedule & Complete pole installation > within 10 business days if customer requirements, including tree trimming on private property.
- Verizon maintenance area: The process and timing of staking the pole varies. The majority of the time, UES will initiate a call to Verizon informing them that a pole is ready to be staked for a customer at which time either one or three things occur; 1) Verizon suggests that we stake it and provide the information to them or 2) a field meeting is arranged to stake the pole together or 3) Verizon stakes the pole for our later review in the field.

Six pole (or multiple pole) sets:
- UES maintenance area: Once the project is ready for pole staking (roadway is up to grade, lot lines are staked, easement and estimated amount is acquired) the FR will contact Verizon to arrange for a field meeting in order to stake the poles together. This initial call to Verizon is normally made within three (3) business days.
    - Stake poles > normally 5 to 10 business days to arrange field meeting and stake poles.
    - Work orders created >2-3 business days
    - Dig Safe > 1 business day
    - Schedule and complete pole installation > within 10 business days if customer requirements are met such as tree trimming on private property.
- Verizon maintenance area: the same process takes place as in the UES maintenance area including initiating the call to Verizon to arrange for a field meeting to stake poles.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-33

Please provide a work flow diagram and timeline representative of a typical routine work order undertaking for both a single pole set and a six pole line extension.

Response:

See response Staff-UES 1-32.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-34

What is the company's productivity objective for pole placement stated in crew hours? For example, if a line crew has 16 hours available per day (2 member crew x 8 hours) how many hours are allocated per pole placement? What is the achieved productivity?

For clarification, hours to support pole installation includes travel time to and from the work site and any associated support work including loading poles on trailers.

Response:

The company's productivity objective is 2.25 crew-hours per pole. This estimate includes the installation of occasional anchors.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-35

What was the average number of hours required per pole installation for 2004 and year to date 2005?

Response:

The company does not track this information.

Person Responsible: Raymond A. Letourneau, Jr. **Date: December 20, 2005**

Request No. Staff-UES 1-36

Please explain in detail the process used to schedule and track construction work orders from issuance to job completion including material management. Please include the identification of administrative support systems and how they are employed in managing efficient work order flow.

Response:

1. The customer/developer initiates contact with the company, and a request is entered into the Electric Intake System, commonly referred to as E-Intake (see below describing attributes of this system), creating the job record.
2. A site visit is conducted by UES field personnel with the customer/developer and/or telephone company. All information/documentation regarding site visit entered onto job record in the E-Intake System.
3. Once the job is ready and the customer has satisfied the necessary financial security (if applicable), operations will order bill of materials from purchasing and stores.
4. UES performs notifications to other outside agencies, including DigSafe and telephone (form 605A).
5. Any applicable permits and inspections received by UES are tracked through the E-Intake System.
6. Schedule and Perform: Work is scheduled with field crews for completion through the E-Intake System, based upon customer readiness.
7. Report results: Field crews generate a construction work order detailing time and materials used to complete job, this information is then entered into the Plant Records Database (see description below for attributes of this database).

E-Intake Features

Shared Data: Data is stored on SQL Server and shared across the company. Tables can be accessed and queried directly.
Workflow: Electric Intake acts as a workflow system by storing a status for each record. Departments view their records by status. E-mails are created when a status is changed.
Attachments: Records contain hyperlinks to contracts, cost estimates, engineering drawings, ROI calculations, site drawings and other documentation. Links can be opened from within the system.

History: Status changes are stored in a history table with the date of change. Notes may be added to a project journal.
Reporting: Departments may print lists by status or print an individual record. Customized reports may be set-up.
Form Letters: Form letters can be produced in the system and saved as attachments.
Sundry Billing: Projects that require sundry billing can be administered within the system. Standard costs are stored within the system.
Refunds: Projects due refunds can be tracked and administered through the system. Reports can be generated for total refunds due.
Work Plan: A weekly work plan can be generated directly from the system.
Work Scheduling: Operations personnel can view a list of jobs ready to be scheduled on-line. In addition, jobs can be scheduled on-line.
Large Development Administration: Large developments may be managed by linking individual lot records to master records.
Tasks: Project tasks may be managed within the system. Standard tasks can be set up for each type of service.

Plant Records (Access Database)

The Plant Records database is a MS Access database of Distribution and Substation equipment. It maintains records of all equipment installed and removed as well as reports cost allocation to Unitil's Plant Accounting Department.
Platform: Front end: Access 97, Database: SQL 7.0.
Security: Security is set on the SQL Server using network log-in names. Individuals may be set up with read and write privileges.
Features: Shared Data; Data is stored on SQL Server. Tables can be accessed and queried directly.
Relational information: Poles, pole equipment, joint pole billing and transformer details are all connected.
History: History of equipment changes is stored and available for viewing.
Querying: Querying and locating records is user-friendly.
Reporting: Joint phone notices, joint phone billing and cost allocations sheets are created from updates in the database. Standard reports are set up for each equipment type.
Joint Pole Billing: Joint pole billing can be administered through the system. Notifications to phone and cable companies are tracked.

Person Responsible: Scott D. Wade, Dale Nudd **Date: December 20, 2005**

Request No. Staff-UES 1-37

Please explain the process and provide a representative timeline for relocating facilities (i.e. poles, manholes, conduit) within the public right-of-way as a result of public requirements. The description should begin with initial notification and proceed through engineering, preconstruction, utility coordination, scheduling, construction and completion. Please specify any differences in the process between requests from state or local government.

Response:

Initial Notification
UES obtains the preliminary information directly from the entity (state or local government). The preliminary information is usually in the form of a project description, and is accompanied by plans/drawings. The entity seeking relocation normally requests that we verify facilities, and also usually provides a deadline for this task. This deadline varies, but it is normally 30 calendar days.

Request for Relocation
After the entity has received our verification of facilities, they next provide detailed engineering drawings and plan descriptions, identifying specific facilities requiring relocation.

Review Process
- A UES Field Representative (FR) meets with the pole joint owner, generally on the site of the proposed relocation. Pole locations are usually discussed and agreed upon. This field review is usually completed within 30 calendar days after the request for relocation has been received.
- Based upon this field investigation and review, UES will design new facilities and propose new locations; this is usually completed by "marking-up" the entity's submitted plans. The amount of time required to perform the design work is approximately 30 calendar days for small, less complex projects, and up to 60 calendar days for complex, large scale projects. The marked-up plans are returned to the state or municipal government.

Pre Construction
A pre construction meeting is held between all the parties to discuss the new location of the company facilities. The proposal is reviewed and new locations are finalized. This meeting also may be utilized for discussing schedules and lead times.

Scheduling

Scheduling and completion normally follow right behind the receipt of material, assuming that the contractor performing the road work is ready. If the relocation is in Verizon's maintenance area, scheduling follows the completion of the pole sets.

There is no difference between municipal or state relocations.

Person Responsible: Dale Nudd, Scott D. Wade **Date: December 20, 2005**